# **Children's Mental Health Waiver**

## Provider Procedure for: Youth and Family Choice of Provider Process

Implementation Date: 7/1/06

Revision Date: 9/1/07

#### Overview

Youth and family choice of service providers is one of the hallmarks of the Children's Mental Health Waiver Program. The opportunity for the youth and family to change providers is available to them at any point during their time with the waiver program. The option to change both waiver and non-waiver service providers is discussed with the youth and family as part of the Family Care Coordinator's preparation for development of each Individual Service Plan.

The Waiver Program will assist the youth and family and help facilitate their choice to change their Family Care Coordinator. The Waiver Program has established case load limits for Family Care Coordinators that must be considered if the youth and family choose to change Family Care Coordinators. In order to ensure that each youth and family receives the best care coordination from the Waiver Program, a case load limit of 10 was established. A Family Care Coordinator may accept 1 additional youth to their service if he/she is serving a youth who has an identified waiver discharge date. The Waiver Program will work with the youth and family in these situations.

## Waiver Provider Roles and Responsibilities

### Family Care Coordinator will:

- Discuss the option to change service providers with the youth and family prior to each ISP planning and development meeting.
  - o If a change is made, complete Choice of Provider form (WP-10) to reflect change.
  - If no change is requested, ask youth and family to initial and date the current/original Choice of Provider form (WP-10) to show the provider list was reviewed and no changes were made.
- Assist the youth and family and help facilitate their choice to change Waiver service providers (Family Trainer, Youth Trainer and Respite Care providers).
  - Provide current certified provider information to the youth and family.
    - This information may be requested and obtained from the Waiver Program.
  - o Provide requested assistance to contact or help interview potential providers.
- Assist the youth and family in making changes to non-waiver Family Care Team members as requested.
  - A Family Care Team Manual is available through the Waiver Program to facilitate information sharing and instruction for new Family Care Team Members who are not certified through the waiver program.
- Carry out responsibilities outlined in the Transition with Change of Waiver Provider procedure to facilitate a change in waiver service providers requested by the youth and family.

#### **Waiver Service Providers will:**

- Respond to requests to provide waiver services to youth and families.
- Carry out responsibilities outlined in the Transition with Change of Waiver Provider procedures to facilitate a change in waiver service providers requested by the youth and family.